

CITY OF RICHARDSON

Department Guide to Orienting New Employees

New Employee Orientation

We all know how critical first impressions are. They establish a foundation for everything that follows. New employees are forming an impression of you, just as you are of them. It is suggested that new employees receive a thorough orientation to their new job and the organization for which they will be working. In this way they will get a good impression of you, and you will provide them with the initial information and tools they need to be successful.

What follows is a list of activities and/or topics which should help new employees become productive colleagues. Each organization should tailor this list to their own unique situation and to the new employee, and decide who will take responsibility for each item.

Before new employee arrives:

- Have ready for the new employees:
 - A copy of the job description (let them keep it for reference)
 - Instructions for the first day and week
 - When and where to arrive, who to ask for
 - Where to park
 - Guides to acceptable work attire
 - What to expect for the first few days
 - Orientation to people, job, office, department, and organization
 - What to expect regarding meals, breaks, and time for personal business
 - Initial work responsibilities
 - Required or recommended reading, such as any publications created by your department

First day of work

- Meet with supervisor (and others as appropriate) for department orientation
 - Department goals and objectives
 - Primary activities
 - Relationship to rest of organization
 - Office organization
 - Work culture, such as:
 - Service culture
 - Confidentiality
 - Ethics
 - Working with supervisors, colleagues, assistants, and/or volunteers
 - Review and discuss questions about job description and evaluation criteria
 - Policies and procedures specific to work place, for example:
 - Working hours (see overview*)
 - Acceptable techniques and etiquette for public contact
- Get assigned work space

For Clerical Employees

- Office organization (files, supplies, etc.)
- Handling incoming and outgoing mail
- Office circulation files
- Office resources (directories, dictionaries, style manuals, computer program manuals, staff listing, etc.)
- Using the telephone / voice mail / e-mail
- Where to put coat and personal belongings
- Restrooms
- Refreshment area, lounges
- Supplies
- Copy machines:
 - How to use
 - Refilling paper supply
 - Policies about number of copies and making personal copies
- Fax machines
- Calendars
- Where to go for lunch, breaks
- End-of-day routine: lights, telephones, doors, computer, etc.

Within first week of arrival

- Set up work area
- Start work
- Supervisor checks in frequently to clarify expectations and answer questions
- Colleagues check in to answer questions and offer support
- Meet with the supervisor to cover, as appropriate:
 - Timecards
 - Vacation/sick/personal leave policies
 - Keys
 - Access to the work place on nights and weekends
 - Telephone: access code, personal calls, paying for personal long-distance calls, e-mail, computer
 - Listing of account numbers
 - Journal vouchers
 - Reimbursement (especially for mileage)
 - Absenteeism – how to report in
- Tour the building and immediate area

Within six months of starting

- Meet key people and offices within the company
- Meet on a regular basis with supervisor to discuss issues, and review job descriptions, expectations, and performances
- Attend Human Resource's new employee orientation (provides an overview of company people, departments, policies, and procedures).
- Have a 90-day Performance dialogue
- A six month probationary period probationary efficiency report should be reviewed with the employee

*** ATTENDANCE OVERVIEW:**

Employees are expected to report to work whenever scheduled and be at their assigned workplace at their starting time and again after their lunch break at the prescribed time. Failure to observe working hours reduces productivity and places an unfair burden on fellow employees.

Whenever an employee is unable to report to work because of illness or emergency, the employee must call his/her supervisor as far in advance as possible prior to his/her scheduled shift time, or in the event of an emergency, as soon as practicable. Such notification should include a reason for the absence or tardiness and an indication of when the employee can be expected to report to work. The absent employee is responsible for ensuring that proper advance notice of absence or late arrival is given to the employee's supervisor, in accordance with the employee's departmental rules and regulations.

Messages left with co-workers or with other employees are not acceptable. Failure to provide proper notification of an absence or lateness, unexcused absences, late arrivals or early departures from work may result in disciplinary action, up to and including dismissal.

City of Richardson Civil Service Rules 78(b) and 69(s) provide that evidence of the abuse of sick leave will constitute grounds for disciplinary action, up to and including dismissal.

Any employee who fails to report to work for up to two (2) consecutive work days, and fails to notify his/her supervisor in advance of the reason for the failure to report to work, will be considered to have resigned his/her position with the City.

Notes:
